

# THE ALLIANCE

A Maricopa County Environmental Health Publication

## *From the Desk of David Ludwig*

MPH, R.S., Maricopa County Environmental Health Division Manager



The summer has been a buzz for all of us here at the Environmental Services Department. As I am sure you all know, the Department has been doing double duty combating West Nile Virus with our fight against those disease carrying mosquitoes. I am telling you this because I want to reassure you that no environmental fees paid by you, the regulated industry, are being used for this purpose. All staff working in this program including myself are being paid through a special Vector Control emergency

fund established by the Board of Supervisors. Your health inspector has become a part-time "green pool larvacider", making restaurant inspections during early evenings and on the weekends. I state this because earlier this year, the Department conducted public workshops concerning environmental fee increases, which have temporarily been placed on hold as we fight mosquitoes. With the onset of cooler weather, combined with our efforts to kill off this public health threat, we will be getting back to reintroducing a new fee package, the first major one since 1996.

On another front, the Department has been involved with the issue of Homeland Security and addressing the potential of terrorism utilizing the food route to harm individuals. As an operator, I am sure you are aware of the potential risks associated with your industry. Those risks can come from the food that comes through the back door, to your customers, employees and, yes, even that person who claims to be your health inspector. To confront that last issue, the Department has provided every in-

spector with both a photo ID and a numbered badge to safeguard against identity fraud and a potential breach of security. Every time our staff enters a regulated facility they will present both a photo id and their shield-shaped badge. Please protect your establishment and request that all inspectors properly identify themselves before allowing them into your kitchen.

On other fronts, the Department is addressing an increasing challenge of illegal street food sales by creating three new field inspector positions and a supervising coordinator. These new positions will fortify our Mobile Food Program which is currently staffed by four positions that cover the entire county. Only through a strong presence and enforcement program can we level the playing field and address the issue of unlicensed food vendors.

I hope this keeps you informed of our internal works and the reason behind that buzzing sound whenever you see one of our staff.

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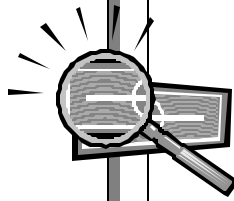
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## IS IT A FAKE?

*By Shelley Stewart, R.S., Food Service Worker Program Coordinator*

Some of our inspectors have been surprised to find fraudulent food service worker cards on inspections recently. These fake cards are variable enough to suggest that they are coming from more than one source. Some are so crude as to be obvious. But others are a pretty close match to our officially issued cards.

If you have reason to suspect that one of your employees has obtained a fake food service worker card, we would be happy to hear from you. In most cases we can determine through our records if the card is real. Please note that all of our cards are now issued with a



blue county seal containing the superimposed language "Not a Valid ID". This in itself is not cause for suspecting the legitimacy of a card. We adopted this language to make it clear to banks and border officials that we in no way vouch for the identity of the person bearing the card. The card's only purpose is to certify that the face on the card passed a food safety test or class.

If you are presented with a card that doesn't look quite right, please call us at 602-506-2960, extension 4. We will try to assist you in making a determination.

But there is also that ounce of prevention. We recognize that some workers have limited reading skills and thus have

trouble passing our test. We have special classes that serve as an alternate means of obtaining a card, and this option is offered to those having trouble with the test. Too often though, the worker will forgo this option because his/her employer has insisted that the worker produce a card ASAP in order to stay on the work schedule and the worker cannot wait for the next available class.

It's not an easy task for a facility manager to ensure that all their workers keep current cards, and no manager wants to risk a debited score on their next inspection. But if you have workers who cannot pass the test, even after adequate study, the class may be their best option, and we hope you'll make every effort to ensure they can attend one.

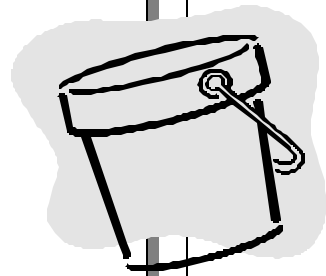
## Labeling Sanitizer Buckets

Most of you know the Maricopa County Environmental Health Code requires the labeling of poisonous or toxic materials, but do you know the details of this requirement? The Code requires the following for these items:

- Containers of poisonous or toxic materials and personal care items shall bear a legible manufacturer's label
- Working containers used for storing poisonous or

toxic materials such as cleaners and sanitizers taken from bulk supplies shall be clearly and individually identified with the common name of the material (This applies to wiping cloth buckets!)

- Poisonous or toxic materials shall be stored so they cannot contaminate food, equipment, utensils, lin-



ens, and single-service and single-use articles

Refer to Chapter 8, Section 2, Subsections 7-101.11, 7-102.11 and 7-201.11 for additional information.

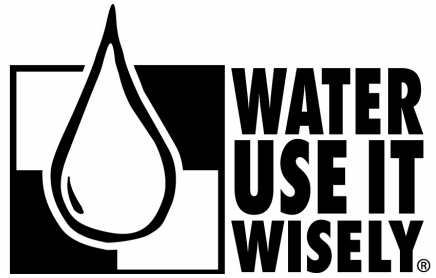
The Environmental Health Code can be found on our website at <http://www.maricopa.gov/envsvc/BUSINESS/hlthcode.asp>.

## Restaurants Support Water Conservation

Local water conservation offices across the state, with the support of SRP, the Arizona Department of Water Resources and the Arizona Restaurant and Hospitality Association, are introducing a new facet of a water conservation effort designed specifically for restaurants in Arizona.

Restaurants across the state are now invited to receive free menu stickers in addition to the table tents released last summer, which tell guests the restaurant is participating in a conservation effort. The tents inform guests, in English and Spanish, that the establishment is only serving water upon request in an effort to help conserve water. The menu stickers are small reminders that to receive a glass of water, customers should "just ask."

**WANT  
WATER?  
JUST ASK.**



More than 130 restaurants are currently participating in the table tent program, and over 10,000 tents have been distributed statewide. "By adding the menu sticker option, we have increased the flexibility of the program to allow even more restaurants statewide to participate," said Colleen Fowle, City of Peoria water conservation specialist.

As the state continues into its ninth year of drought, businesses are anxious to join in conservation efforts. Restaurants are finding that table tents and menu stickers can

save not only water, but employees' time. Janet Blackwell from the Tohono Chul Tea Room said, "Our staff love the table tents; they are able to cut down on their workload by eliminating trips to fill water glasses that remain untouched."

Restaurants that would like to take part in the program can log on to the Arizona Restaurant and Hospitality Association's Web site at [www.azrestaurant.org](http://www.azrestaurant.org) or call (602) 307-9134.

## Visit Us on the Web

We are constantly working to improve our communication with industry and the public. We have many useful documents and tools available by just visiting us on the web [http://](http://www.maricopa.gov/)

[www.maricopa.gov/](http://www.maricopa.gov/) ENV SVC. Here are some examples of what we have to offer:



- Food service worker testing schedules, locations and hours of operation
  - Restaurant ratings
  - Food Code
  - Mobile food permits
  - Foodborne illness
  - Institutional care
  - Special events
  - Drinking water
- Food processing
- Air quality rules and regs
- Online complaint form
- Wastewater and solid waste
- West Nile Virus
- Fogging hotline
- Public/semi-public pools reports
- Food establishment plan review guideline and fees
- New food establishment rating system
- Customer feedback online survey (tell us how we can improve our e-services)

# Active Managerial Control

By David Robertson, MPA, R.S.,  
Eastern Regional Office

How many hours is your establishment in operation between our inspections? Say it is open 1,000 hours during a quarter. The inspection cycle for your restaurant is probably every 3 months. Assuming that the inspection takes one hour we could say that our influence on your food safety operation is 1/1,000 but your influence is 1,000/1,000. In other words, we know who does the work, who actually protects the public from food-borne illness. The brief time we are there is simply a stasis, a snapshot in time.

We would like for you to view your inspector as an asset; someone who has been in hundreds, if not thousands, of kitchens. This inspector has seen many operations and may have some ideas that could help you in your operation. When you obtained your permit to operate you obtained permission to sell food but you also bought a two-year subscription to a world class consulting service – you should use it. Your inspector's name and telephone number are printed at the bottom of each of your inspection reports. We will help you write memorandums or SOPs about your food safety processes. All you have to do is ask.

In the coming years you may hear more and more about a concept called "active managerial control". This concept is evolving from the Hazard Analysis Critical Control Plan (HACCP) methodology. You may have dreaded the application of HACCP in your restaurant because of all of the paperwork it generates. Everyone knows that paperwork does not make any money for you – just an expensive process.

Active Managerial Control is somewhat different and much simpler to explain. Basically it means that you

provide instructions [orally or in writing] to employees about the food safety process you want followed in your establishment, you check to see that employees comply with your instructions, and, when needed, you take corrective action [retraining, revision, clarification, reinstruction, termination] to bring conditions back to the way you said you wanted them to be. You are *actively* involved in the management of your restaurant – proactive rather than reactive. The simplest explanation of Active Managerial Control could be: Specify, Inspect, Correct.

This three-step process applies to every aspect of your food safety operation. For example, you have specified in an SOP exactly how a particular food or menu item is to be cooled before it is stored in the walk-in cooler. As part of your walk through inspection you check to see that the food is cooled properly. If the food is not cooled properly, you have employees take action to correct this situation. Here you would have two choices: 1) reheat the food to 165 degrees Fahrenheit and attempt again to cool the food properly, or 2) discard the food as unsafe. Allowing the improperly cooled food to be used is not an option. You will want to follow up and find out where the failure occurred. Was it because employees did not follow your instructions? Did they skip something? Did they run out of ice? Did they run out of shallow pans or whatever else they were supposed to use to cool the food? Was it because there was more food than normal and the procedure was not adjusted? When employees realize that you follow the rule "I inspect what I expect" you will find fewer and fewer problems with them following your instructions; just be sure they see you doing this.

You were probably thinking to your self that who ever wrote this article has no idea about the demands of

your job. You are usually up to your neck in problems and how are you going to find time to do all of this? The fact is, it does not matter if the job under discussion is management of a restaurant or management of a Broadway show, a 1,000 room hotel, a Las Vegas casino, an aircraft carrier, or a kiosk in a mall. The principles of management are the same. You have to make time to accomplish the duties unique to your position. You do this by delegating responsibility to subordinates and preserving and protecting the time you need to complete these unique duties, particularly the time you need for checking and assuring compliance with your instructions. This is the heart of "active managerial control."

An example may be helpful. You are responsible for the sanitization of dishware in your establishment. For this you have a low temperature chemical sanitizing dishwashing machine that will rinse each dish in 50 ppm chlorine solution. You do not do this work, the person that runs the dishwashing machine does it for you. That person does the work by using a machine that must operate properly but, because it is a machine, it has to be checked daily. In supervising or managing this process you would teach the dishwashing person how to test the machine and then instruct this person to show you the test strip indicating chlorine is present or absent every morning. You really do not need to get into a conversation, just look at the strip and nod your head. If there is no chlorine you need to call someone. You instructed him on how to test, when to test, and what to do – you are actively involved in the management of a critical process in your establishment and the check of the critical process is a routine initiated by a subordinate.

Now, let's wash our hands and go to work!

# Outdoor Grilling Requirements

The following requirements, together with all other applicable provisions of the Maricopa County Environmental Health Code, Chapter VIII, and all local ordinances governing outdoor cooking operations shall apply to all permanent outdoor cooking operations.

"Permanent Outdoor Cooking Operation" means and refers to an outdoor cooking, grilling or roasting operation that does not meet the definitions of a "mobile, temporary or seasonal food type establishment" and operates in conjunction with a fixed permitted food facility that will provide "support services" for the outdoor cooking location. *(Please contact the Mobile Food Program or the Special Events Program for addition information regarding the operation of a mobile, temporary or seasonal food establishment.)*

The permitted food establishment must be of sufficient size and capability to accommodate its own operation, as well as the support needs of the outdoor cooking operation. The outdoor cooking/ grilling/ roasting operation shall be conducted only during the "posted" operating business hours of the fixed permitted support food establishment.

All outdoor cooking, grilling and roasting operations (including meat, chicken, corn and peppers) conducted at establishments requires the approval of the Department.

Establishments seeking approval for new or existing permanent outdoor cooking operations shall submit a set of plans to the department for plan review. After final approval has been obtained to operate, an additional permit may be issued and a separate operational permit fee may be assessed for the permanent outdoor

cooking operation.

The scope and frequency of the outdoor operation will be determined at time of plan submittal. If the scope or volume of the establishment's outdoor operation changes the Department shall be immediately notified prior to the implementation of any changes.

A pre-final inspection and final inspection are required. Once final approval has been granted, the establishment may conduct outdoor cooking operations.

In addition, approval of the outdoor cooking location and operation and all appropriate documentation shall be obtained from the following applicable local regulatory authorities - municipal building & zoning department, fire department and the municipal environmental authorities. Copies of the documentation shall be provided prior to final approval and a permit being issued by the Department.

The permitted establishment must be adequately equipped and capable of cooking and serving food outside in a safe and sanitary manner. Only the cooking/ grilling / roasting of food will be allowed outside at permitted establishments. All other food preparation and assembly must be completed inside the fixed permitted support establishment. In order to cook/ grill/ roast outside, the food service establishment must have equal or greater cooking/ grilling/ roasting and hot holding equipment inside the establishment.

The outdoor cooking site shall be located on the physical premises of the fixed permitted support food establishment as defined in the Maricopa County Environmental Health Code. "Premises" is defined as:

- The physical facility, its contents, and the contiguous land or property under the control of the permit holder; or
- The physical facility, its contents and the land or property not described under subparagraph (a) of this definition if its facilities and contents are under the control of the permit holder and may impact food establishment personnel, facilities, or operations, if a food establishment is only one component of a larger operation such as a health care facility, hotel, motel, school, recreational camp, or prison.

The outdoor cooking operation shall not be located more than 50 feet from the entrance or service doors of the establishment.

Public parks, playgrounds, parking lots, or similar locations not under the control of the permit holder will not qualify for approval as permanent outdoor cooking facilities.

Adequate lighting shall be provided for both day and night operations. Consideration should be given as to the type of lighting used during night time hours of operation. Insect control shall be implemented to ensure adequate insect protection. Failure to provide adequate insect control will result in the immediate suspension of cooking operations.

All usual and customary public health risks will be evaluated when assessing an outdoor cooking operation with additional consideration of exterior environmental factors.

The structural requirements for the outdoor site are dependent upon whether there will be only the cooking of food at the outdoor site. If food is being held and/or served at the outdoor site, there shall be a greater level of structural protection.

*(Continued on page 6)*



Mailing Address Line 1  
Mailing Address Line 2  
Mailing Address Line 3  
Mailing Address Line 4  
Mailing Address Line 5



## Maricopa County

### Outdoor Grilling Requirements Continued

(Continued from page 5)

This Department will assess the environmental factors to determine the extent of protection necessary.

#### Plan Submittal

Establishments seeking approval for a permanent outdoor cooking operation must submit a set of plans for plan review consistent with the criteria provided in the Maricopa County Environmental Health Code Chapter VIII, Section 2, Subsections 8-201.11 and 8-201.12.

A construction guide, application, plan review fees, plan review process and other information can be obtained on-line at <http://www.maricopa.gov/envsvc/ENVHLTH/planrev>. If you do not have access to the internet, either visit our office to pick up copies or call (602) 506-6980 to have a copy mailed or

faxed to you. Construction guide packets may be purchased for a nominal fee.

- The plan review submittal process shall include the following criteria: One complete set of plans (minimum size 8.5" x 11" or larger) including the interior and exterior layouts of the support establishment and a site location plan.
- A properly completed application with all applicable documents.
- A plan submittal fee of \$150.00 to \$350.00 is required for the review of a permanent outdoor cooking operation. The plan review office may require additional



fees based on existing conditions or scope of the establishment's operations. The establishment will need to meet current Environmental Health Code requirements.

- Please refer to the Environmental Health Division's Plan Review Construction Guidelines for additional information. *Note: Establishments in operation or opening within 15 days of plan submittal will be charged an expedited fee.*
- An intended menu is required including the cooking style, types of food, the number of customers, and the frequency of the outdoor cooking operations.